

FY09 UW Parkside Institutional IT Plan

A. *Information Technology & University Strategic Objectives* [1-2 pages]

1. **How was the plan developed?**

The plan is a compilation of input received from a wide array of formal and informal sources. In early 2008 a program review was conducted on Parkside's IT group, Campus Technology Services (CTS). That review, along with input from the IT governing body, the Information Resources Committee (IRC), formed the heart of the formal components. Additional observations from less formal interactions with the campus community and other UW System institutions also played a significant role in forming the plan for FY09.

2. **List the plan principles**

Infrastructure – The infrastructure on campus continues to be a focal point for investment. Basic network bandwidth, wireless network coverage, and a reliable server environment are key to providing computing services to the entire campus community. Parkside's membership in the WiscNet research and education network ensures that our demanding off-campus connectivity needs will be met.

Standards – Wherever reasonable the campus seeks to utilize standards in applications and approaches to IT challenges, both among different segments of our own campus and between Parkside and other UW campuses. Focusing on a limited set of solutions allows CTS to more reliably and efficiently provide for campus needs. This approach also seeks to minimize training needs for end users and IT staff.

In addition to supporting campus-wide standards, Parkside also finds great benefit in aligning itself with other UW campuses when investigating and implementing IT solutions. The collective knowledge and experience of the entire UW System is a great asset that the campus seeks to utilize whenever possible. This is true for large Common Systems such as Peoplesoft as well as smaller limited use applications. And when problems arise this approach provides for much greater depth in troubleshooting and quicker solutions that ultimately create a more reliable environment for the entire university community

Maximizing financial and human resources – All new IT requests are evaluated to determine the total costs compared to the expected benefits and carefully chosen to make the most of limited resources.

3. **How is the plan being measured?**

If the ultimate purpose of the IT plan is to provide the campus community with valuable, timely, and reliable IT services to campus. The value to the community is measured through surveys, program reviews, and feedback provided predominantly through the Information Resources Committee.

4. How is the plan tied to the university's strategic objectives?

The strategic plan for the campus provides the overall environment which the IT plan then works to support. New projects are proposed for the IT plan will be evaluated against these campus objectives by the IRC to determine appropriateness and priority.

5. How is the plan written (format, accessibility)?

The plan will be made available on the campus website Adobe Acrobat (pdf) format and provided in paper copy as requested.

6. Are critical objectives identified/Is there an implementation plan for them?

Critical objectives will be clearly stated in the plan. The general timeline for implementation will also be shown in the plan, with more specific project management timelines held by assigned project team members.

7. Timeline

At this time the IT plan covers one calendar year. We expect to develop a longer term planning process in early 2009 that will cover the next 3 to 5 years.

8. Description of IT Plan governance on the campus

The Information Resources Committee is responsible for providing guidance and developing policies that govern IT and library resources on campus. The committee is comprised of faculty, staff, and student representatives assigned by the University Committee and other governance bodies as appropriate. The CIO reports to the Provost and is ultimately responsible for the implementation of the IT plan in collaboration with campus stakeholders and governance groups.

9. Major themes of the plan

Ensure access for faculty, staff, and students – This means providing a robust infrastructure capable of providing computing services anywhere, anytime. It also means ensuring the desktop and server environments are reliable, supportable, and capable of supporting new applications as needs arise in our fast moving environment.

Support teaching and learning – Providing dedicated support staff and technology investments that facilitate teaching and learning. This includes introducing faculty to new technologies and making training and support available to assist with in the direct use of technology in teaching and learning. Classroom technologies (A/V, smart boards, data projection) and online teaching tools and environments such as Desire2Learn and wikis are examples.

Support recruitment and retention of faculty, staff, and students

The overall technical environment plays a significant role in determining the attractiveness of any campus. Specific factors may include bandwidth available in

residence halls, support for advanced research applications, ubiquitous wireless connectivity, or a modern desktop computing environment, to name a few. Keeping the IT environment up to date and capable of meeting the needs of faculty, staff, and students alike is vital to recruitment and retention and works to support the UW System Growth Agenda.

B. Projects for FY09 [Important campus projects costing less than \$1 million]

1. SIS 9.0 Upgrade

- **Project Description** – The Student Information System (SIS) will be upgraded in 2009 to version 9.0. SIS is the Oracle/Peoplesoft Campus Solutions application. UW-Parkside is currently at version 8.9. Considering UW system support scenarios and MILER interfaces, all UW campuses have agreed to upgrade to version 9.0 by August 2009.
- **Project cost** – \$ 130,000 for Upgrade Lab modeling and support.
- **Funding sources** – GPR
- **Related Projects** – The SIS database is the central core database for UW-Parkside. Related projects are upgrades to the interfaces to RMS, SFS, Voyager, EMS, ImageNow, D2L, and Active Directory. Others include the Schedule of Classes, Course Availability, Online Directory, Account Management, Outlook Distribution lists, and Parking.
- **Issues** – Loss of key staff, availability of UWSA/UW-Madison Fastar hosting environment.

2. Desktop Computer Replacement

- **Project Description** – UW-Parkside is entering the third year of a stated 3 Year replacement program for desktop and Lab computers. Currently, this is accomplished through a leasing arrangement for both PC and Mac systems as needed. This approach was designed to bring the campus up from troublesome collection of old, outdated and unsupportable systems to a guaranteed supportable, reliable desktop environment. Where old machines still have some value, they are kept as emergency replacements or they may continue service in limited opportunities where modern systems are not critical. Old systems may also be donated to local charities or sold through Surplus in accordance with State disposal guidelines. Each new system requires a standard install image to be developed, another example of the benefits of standardization mentioned earlier. At the time of this writing, the total number of replacements are still being determined.
- **Project cost** – \$ 300,000 to \$500,000 for total lease payments
- **Funding sources** – GPR, with some Student Tech Fee or Lab Modernization funds
- **Related Projects** – Campus Portal, online forms/workflow, Office 2007 deployment, imaging, investigation of roaming profiles and group policies.
- **Issues** – budget cuts affecting central workstation funds, availability of student tech fees, loss of key staff.

3. Business Intelligence Data Warehouse

- **Project Description** – To better support reporting and ultimately decision making, UW Parkside is implementing the iStrategy Business Intelligence package. The software comes built to interface with PeopleSoft SIS and numerous prebuilt reports and dashboard configurations. Dashboards can be customized by each individual user as needed and will provide more timely access to useful information in many key decision making areas of the University. This facilitates the generation of accurate reports by functional users without burden on Institutional Research staff. During implementation, functional offices of the campus will spend approximately 1 week each reviewing and modifying the data definitions as needed to ensure accuracy in reporting. The software runs on a campus MS SQL Server. Initial install and modifications are done by company for fixed fee. There should be little need for ongoing external support after implementation.
- **Project cost** – \$ 125,000 for software and install plus 700 hours of labor
- **Funding sources - GPR**
- **Related Projects** – PeopleSoft upgrade, infrastructure improvements.
- **Issues** – loss of key staff.

C. Projects for FY09 costing over \$1 million

None